

# ICO consultation on the draft right of access guidance

The right of access (known as subject access) is a fundamental right of the General Data Protection Regulation (GDPR). It allows individuals to find out what personal data is held about them and to obtain a copy of that data. Following on from our initial GDPR guidance on this right (published in April 2018), the ICO has now drafted more detailed guidance which explains in greater detail the rights that individuals have to access their personal data and the obligations on controllers. The draft guidance also explores the special rules involving certain categories of personal data, how to deal with requests involving the personal data of others, and the exemptions that are most likely to apply in practice when handling a request.

We are running a consultation on the draft guidance to gather the views of stakeholders and the public. These views will inform the published version of the guidance by helping us to understand the areas where organisations are seeking further clarity, in particular taking into account their experiences in dealing with subject access requests since May 2018.

If you would like further information about the consultation, please email [SARguidance@ico.org.uk](mailto:SARguidance@ico.org.uk).

Please send us your response by 17:00 on **Wednesday 12 February 2020**.

## Privacy statement

For this consultation, we will publish all responses received from organisations but we will remove any personal data before publication. We will not publish responses received from respondents who have indicated that they are an individual acting in a private capacity (e.g. a member of the public). For more information about what we do with personal data [see our privacy notice](#).

Please note, your responses to this survey will be used to help us with our work on the right of access only. The information will not be used to consider any regulatory action, and you may respond anonymously should you wish.

Please note that we are using the platform Snap Surveys to gather this information. Any data collected by Snap Surveys for ICO is stored on UK servers. You can read their Privacy Policy.

Q1 Does the draft guidance cover the relevant issues about the right of access?

- Yes
- No
- Unsure/don't know

If no or unsure/don't know, what other issues would you like to be covered in it?

At Revolut, some DSARs are made by customers whose accounts have been locked on the basis of a security review (e.g. usually based on the Proceeds of Crime Act 2002). By making a DSAR, customers are trying to get as much information as they can on the content of our review and the evidence we hold against them.

Financial institutions could benefit from ICO guidance on how to approach conflicts between a customer's right to a Data Subject Access Request and the risks of 'tipping off', which is an offence under Section 33A Proceeds of Crime Act 2002, when a Suspicious Activity Report has been filed to the NCA in relation to that data subject.

Q2 Does the draft guidance contain the right level of detail?

- Yes
- No
- Unsure/don't know

If no or unsure/don't know, in what areas should there be more detail within the draft guidance?

Businesses would also benefit from further guidance on how to deal with customers using DSAR as a means of attracting the business' attention on unrelated issues or simply disrupting the business out of frustration. Revolut takes its data protection obligations very seriously and always addresses those DSARs in a professional way. Nonetheless, guidance on where the draw the line between honest DSAR and a means of disruption would be useful.

Q3 Does the draft guidance contain enough examples?

- Yes
- No
- Unsure/don't know

If no or unsure/don't know, please provide any examples that you think should be included in the draft guidance.

It would be useful for the ICO to provide examples specific to financial institutions.

Q4 We have found that data protection professionals often struggle with applying and defining 'manifestly unfounded or excessive' subject access requests. We would like to include a wide range of examples from a variety of sectors to help you. Please provide some examples of manifestly unfounded and excessive requests below (if applicable).

For financial institutions, a 'manifestly unfounded or excessive' subject access request would be where the data subject asks to be sent *all* internal and external correspondence in relation to him/her. This would include guidance on whether financial institutions need to share every single document on which the data subject's name appears or whether there are some limitations.

Q5 On a scale of 1-5 how useful is the draft guidance?

1 – Not at all useful      2 – Slightly useful      3 – Moderately useful      4 – Very useful      5 – Extremely useful  
                       

Q6 Why have you given this score?

The draft guidance is quite extensive, however, as suggested in the above responses, financial institutions would benefit from further guidance on subject access requests where the data subject has committed fraud, or another offence which limits the ability of the business to respond to the subject access request in the fullest way. There should be a clear line between respecting the data subject's right to access his or her personal data, and compliance with the applicable legislation (e.g.POCA 2002).

Q7 To what extent do you agree that the draft guidance is clear and easy to understand?

Strongly disagree      Disagree      Neither agree nor disagree      Agree      Strongly agree  
                       

Q8 Please provide any further comments or suggestions you may have about the draft guidance.

Q9 Are you answering as:

- An individual acting in a private capacity (eg someone providing their views as a member of the public)
- An individual acting in a professional capacity
- On behalf of an organisation
- Other

Please specify the name of your organisation:

Revolut Ltd

What sector are you from:

Financial institution (EMI)

Q10 How did you find out about this survey?

- ICO Twitter account
- ICO Facebook account
- ICO LinkedIn account
- ICO website
- ICO newsletter
- ICO staff member
- Colleague
- Personal/work Twitter account
- Personal/work Facebook account
- Personal/work LinkedIn account
- Other

Thank you for taking the time to complete the survey.

